General Pharmaceutical Council

Enforcement action summary (Improvement notice)

Pharmacy trading name: MedExpress

Pharmacy address:

Unit H, Precision Park, Ashbourne Drive, Leamington Spa, Warwickshire, CV31 3SS.

Premises registration number:

9012633

Enforcement action taken:

Issuing of an improvement notice - (Article 13 of the Pharmacy Order 2010)

Effective date:

11/11/2026

Premises standards failed:

1.1

Summary:

The GPhC has received a number of concerns about this pharmacy, mainly relating to people being prescribed and supplied weight management medicines when it was not appropriate to do so.

The pharmacy was previously inspected in April 2025 and again in November 2025. Following both those inspections, the pharmacy was issued with an Improvement Action Plan. The pharmacy was unable to show that the prescribing service it works with obtains all the information it needs to make safe prescribing decisions, and for not carrying out independent clinical checks on the majority of the prescriptions it dispenses.

The pharmacy made some improvements to address those failings and was reinspected on the 8th of October 2026. At that inspection, the improvements it had made were considered insufficient to show

that the prescribing service it works with is always prescribing safely and complies with the GPhC guidance and standards.

Improvements required:

1. The pharmacy must have assurance that the prescribers it works with are independently verifying the information that people seeking weight management medicines provide, in line with GPhC distance-selling guidance.
   If the pharmacy cannot satisfy itself that the prescriber has independently verified the information the person provided, or if the prescriber cannot obtain the information they need from an independent source, the person should be directed to an appropriate care provider so that they can be appropriately assessed.

2. The pharmacy must demonstrate that it completes effective audits on the service it provides. The sample size for these audits should be meaningful in proportion to the number of supplies the pharmacy processes. And they should demonstrate how the pharmacy acts effectively on the issues identified through its governance and audit processes.

Deadline for compliance:

06/01/2027

Outcome:

Ongoing